

Enterprise Incident Report March 2012

As of 4/2/2012

Labor Commission

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Labor Commission	Application Services	Dustin Crump	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	0 0	5 5	5 5
		Assigned to Individual Total	0 0	5 5	5 5
	Metro A Desktop Support	Burton Brown	0 0	1 0	1 0
		Edward Fortner	0 0	1 0	1 0
		Nancy Hachmeister	0 0	33 5	33 5
		Rodney Austin	0 0	7 1	7 1
		Assigned to Individual Total	0 0	42 6	42 6
	Metro A Help Desk	Cindy Schroeder	0 0	6 6	6 6
		Ed Conrad	0 0	5 5	5 5

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			High	Low	FCR Total
Labor Commission	Metro A Help Desk	Liz Evans	0 0	1 1	1 1
		Assigned to Individual Total	0 0	12 12	12 12
	Metro A Hosting	Keith Scholl	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	2 2	2 2
		Assigned to Individual Total	0 0	2 2	2 2
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	64 25	65 25
Customer Company Total			1 0	64 25	65 25

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Labor Commission	Application Services	Dustin Crump	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	0 0	5 0	5 0
		Assigned to Individual Total	0 0	5 0	5 0
	Metro A Desktop Support	Burton Brown	0 0	1 0	1 0
		Edward Fortner	0 0	1 0	1 0
		Nancy Hachmeister	0 0	33 0	33 0
		Rodney Austin	0 0	7 0	7 0
		Assigned to Individual Total	0 0	42 0	42 0
	Metro A Help Desk	Cindy Schroeder	0 0	6 0	6 0
		Ed Conrad	0 0	5 0	5 0

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			High	Low	MIR Total
Labor Commission	Metro A Help Desk	Liz Evans	0 0	1 0	1 0
		Assigned to Individual Total	0 0	12 0	12 0
	Metro A Hosting	Keith Scholl	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Assigned Group Total		1 0	64 1	65 1
Customer Company Total			1 0	64 1	65 1

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Labor Commission	Application Services	Dustin Crump	1 0.10	0 0.00	1 0.10
		Assigned to Individual Total	1 0.10	0 0.00	1 0.10
	Help Desk	Julie VanBeekum	0 0.00	5 0.00	5 0.00
		Assigned to Individual Total	0 0.00	5 0.00	5 0.00
	Metro A Desktop Support	Burton Brown	0 0.00	1 0.12	1 0.12
		Edward Fortner	0 0.00	1 0.08	1 0.08
		Nancy Hachmeister	0 0.00	33 0.07	33 0.07
		Rodney Austin	0 0.00	7 0.12	7 0.12
		Assigned to Individual Total	0 0.00	42 0.08	42 0.08
	Metro A Help Desk	Cindy Schroeder	0 0.00	6 0.00	6 0.00
		Ed Conrad	0 0.00	5 0.00	5 0.00

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			High	Low	ATTIR Total
Labor Commission	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	12 0.00	12 0.00
	Metro A Hosting	Keith Scholl	0 0.00	2 0.06	2 0.06
		Assigned to Individual Total	0 0.00	2 0.06	2 0.06
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	2 0.10	2 0.10
		Assigned to Individual Total	0 0.00	2 0.10	2 0.10
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 1.37	1 1.37
		Assigned to Individual Total	0 0.00	1 1.37	1 1.37
	Assigned Group Total		1 0.10	64 0.08	65 0.08
	Customer Company Total		1 0.10	64 0.08	65 0.08

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Labor Commission

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Labor Commission	Application Services	Dustin Crump	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Help Desk	Julie VanBeekum	0 0	5 0	5 0
		Assigned to Individual Total	0 0	5 0	5 0
	Metro A Desktop Support	Burton Brown	0 0	1 0	1 0
		Edward Fortner	0 0	1 0	1 0
		Nancy Hachmeister	0 0	33 0	33 0
		Rodney Austin	0 0	7 0	7 0
		Assigned to Individual Total	0 0	42 0	42 0
	Metro A Help Desk	Cindy Schroeder	0 0	6 0	6 0
		Ed Conrad	0 0	5 0	5 0

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Labor Commission

			High	Low	MR Total
Labor Commission	Metro A Help Desk	Liz Evans	0 0	1 0	1 0
		Assigned to Individual Total	0 0	12 0	12 0
	Metro A Hosting	Keith Scholl	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	2 0	2 0
		Assigned to Individual Total	0 0	2 0	2 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		1 0	64 0	65 0
Customer Company Total			1 0	64 0	65 0

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Labor Commission

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Labor Commission	Application Services	Dustin Crump	1 0.20	0 0.00	1 0.20
		Assigned to Individual Total	1 0.20	0 0.00	1 0.20
	Help Desk	Julie VanBeekum	0 0.00	5 0.00	5 0.00
		Assigned to Individual Total	0 0.00	5 0.00	5 0.00
	Metro A Desktop Support	Burton Brown	0 0.00	1 0.18	1 0.18
		Edward Fortner	0 0.00	1 0.08	1 0.08
		Nancy Hachmeister	0 0.00	33 0.39	33 0.39
		Rodney Austin	0 0.00	7 0.90	7 0.90
		Assigned to Individual Total	0 0.00	42 0.46	42 0.46
	Metro A Help Desk	Cindy Schroeder	0 0.00	6 0.39	6 0.39
		Ed Conrad	0 0.00	5 0.07	5 0.07

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Labor Commission

			High	Low	ATTR Total
Labor Commission	Metro A Help Desk	Liz Evans	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	12 0.23	12 0.23
	Metro A Hosting	Keith Scholl	0 0.00	2 0.62	2 0.62
		Assigned to Individual Total	0 0.00	2 0.62	2 0.62
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	2 0.39	2 0.39
		Assigned to Individual Total	0 0.00	2 0.39	2 0.39
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 1.60	1 1.60
		Assigned to Individual Total	0 0.00	1 1.60	1 1.60
	Assigned Group Total		1 0.20	64 0.40	65 0.40
	Customer Company Total		1 0.20	64 0.40	65 0.40

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Detail

INC000000468407	Neira Acevedo-Ramos	PC/Laptop	Performance	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.18
INC000000469407	Jo Ann Lowther	Network	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.03
INC000000470955	Joy Lawrence	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.33
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	2.92
INC000000470989	Eldon Tryon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	1.30
INC000000471635	Donald Walker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000472263	Erin Latta	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.18
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.64
INC000000472856	James E Johnston	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000472885	James E Johnston	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000472917	David Lamb	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000472956	Izzy Luna	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	1.05
INC000000473115	Eldon Tryon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000473155	Louis Silva	Telecom	Voice Mail	Telephone		TIR Missed: No	0.00
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Closed	TTR Missed: No	0.08
INC000000473282	Amra Ferhatbegovic	PC/Laptop	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.58
INC000000473481	Jennifer Roundy	Application	Error	State Payroll System		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000474143	Bill Southwick	PC/Laptop	Performance	None		TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.79
INC000000474206	Lola Chacon	Telecom	Hardware	Telephone		TIR Missed: Yes	1.37
	Voice/Data/WAN Services	Mike Johnson	Labor Commission	Low	Closed	TTR Missed: No	1.60

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INC000000474401	Jo Ann Lowther	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.22
INC000000474630	Brent Asay	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.06
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.06
INC000000474632	Tonya Gallegos	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.12
	Metro A Desktop Support	Burton Brown	Labor Commission	Low	Closed	TTR Missed: No	0.18
INC000000474800	Nancy Boling	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000474804	Jo Ann Lowther	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000474816	Nancy Boling	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Labor Commission	Low	Closed	TTR Missed: No	1.10
INC000000474996	Tonya Gallegos	Network	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.99
INC000000475315	Heather Gunnarson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000475540	David Lamb	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000475872	Gina Spjut	Network	None	None		TIR Missed: No	0.13
	Metro A Hosting	Keith Scholl	Labor Commission	Low	Closed	TTR Missed: No	0.13
INC000000476140	Bobbi Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.02
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.02
INC000000477299	Sherrie Hayashi	Mobile Devices	Error	None		TIR Missed: No	0.10
	Application Services	Dustin Crump	Labor Commission	High	Closed	TTR Missed: No	0.20
INC000000477621	Alicia Zavala	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000477635	Leonor Lopez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Closed	TTR Missed: No	0.10
INC000000477707	David Lamb	Application	None	Novell GroupWise		TIR Missed: No	0.08
	Metro A Desktop Support	Edward Fortner	Labor Commission	Low	Closed	TTR Missed: No	0.08
INC000000477856	Dan King	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000478062	Gina Spjut	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.21

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INC000000478528	Alicia Zavala	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.00
INC000000478810	Christin Torres	Application	None	Microsoft Word		TIR Missed: No	0.23
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.34
INC000000478860	Felix Desiena	Application	Error	Adobe Acrobat		TIR Missed: No	0.12
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Closed	TTR Missed: No	0.12
INC000000479847	Erin Latta	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.21
INC000000479955	Holly Lawrence	Application	Error	Microsoft Word		TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Closed	TTR Missed: No	0.39
INC000000480622	Carol Welborn	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.21
INC000000480977	Neira Acevedo-Ramos	Application	Error	Microsoft Word		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.05
INC000000481080	Elena Bensor	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	0.18
INC000000481189	Jennifer Gren	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.24
INC000000481353	Carol Welborn	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.01
INC000000481371	Bill Southwick	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.02
INC000000481391	Dave Bloomfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000481404	Dave Bloomfield	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000482740	DaNise Barney	PC/Laptop	Error	None		TIR Missed: No	0.14
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.15
INC000000482934	Gabriella Salazar	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.98
INC000000483479	Tonya Gallegos	PC/Laptop	Hardware	None		TIR Missed: No	0.11
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	1.48
INC000000484008	Carol Welborn	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.01

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INC000000484245	Dave Bloomfield	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.50
INC000000484888	Ami Windham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484925	Ami Windham	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.00
INC000000484951	Ami Windham	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Rodney Austin	Labor Commission	Low	Resolved	TTR Missed: No	1.64
INC000000485102	Lisa Robinson	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.28
INC000000485284	David E Jensen	Application	None	Microsoft Word		TIR Missed: No	0.09
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	2.43
INC000000485482	Nancy Boling	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.02
INC000000486425	Paul C. Cannon	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.08
INC000000486538	Carol Welborn	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.07
INC000000486666	Michael Allison	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
	Voice Operations	Romanza Hamblin Sorensen	Labor Commission	Low	Resolved	TTR Missed: No	0.70
INC000000487055	Gina Spjut	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.07
INC000000487109	Tonya Gallegos	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Labor Commission	Low	Resolved	TTR Missed: No	2.19
INC000000487711	Tonya Gallegos	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.73
INC000000488056	Bobbi Smith	None	None	Industrial Accident		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Labor Commission	Low	Resolved	TTR Missed: No	0.19
INC000000488260	Izzy Luna	None	None	None		TIR Missed: No	0.19
	Metro A Desktop Support	Nancy Hachmeister	Labor Commission	Low	Resolved	TTR Missed: No	0.21